

Introduction

The Registered Service Agency Program is responsible for registering service agencies and their employees who, for hire or payment of any kind, repair commercial weighing and measuring devices.

Agency Information

Registration

If your business repairs commercial weighing and measuring devices for reward, it is a service agency, and you must register with the California Department of Food and Agriculture through the Division of Measurement Standards. Registration is annual and starts on the first day of the month you are required to register as a service agency. *It is important that you register before repairing commercial devices since this would be a violation subject to penalty and additional late fees.* You may download an [application form here](#).

Responsibilities

You must register any employee who repairs a commercial device and notify us of any employee who leaves your employ.

You must notify the county sealer of any repair in writing within 24 hours. Sample [placed in service report](#).

Your company must have a current copy of the California Code of Regulations, Title 4 Division 9, Field Reference Manual. This manual contains the specifications and tolerances your agents will need for the commercial devices they will be working on and is available at <http://www.cdfa.ca.gov/dms/Forms.htm>.

You must possess or have available suitable standards for the type of work your agents will be doing. All standards used to determine the accuracy of a device must have a current certificate of accuracy.

Rights

As a service agency all of your registered and licensed service agents have the authority to remove out of order notices (red tags) and to place correct devices into service.

Agent Information

Licensing

If you are employed by a service agency to repair devices you must possess a service agent license. This license may be obtained by taking and passing an examination available by appointment at any [county sealers](#) office or by contacting the Division of Measurement Standards at www.cdfa.ca.gov/dms or calling (916) 229-3000. This examination will test your knowledge of your legal rights and responsibilities and other requirements when performing your work. It will not ask any questions about diagnosing problems or your ability to repair devices.

Responsibilities

As a representative of the agency, you must notify the county sealer of any repair in writing within 24 hours. Sample [placed in service report](#).

Your company must have a current copy of the California Code of Regulations, Title 4 Division 9, Field Reference Manual. This manual contains the specifications and tolerances you will need for the commercial devices you will be working on and is available at <http://www.cdfa.ca.gov/dms/Forms.htm>

You must use suitable standards for the type of work you will be doing. All standards used to determine the accuracy of a device must have a current certificate of accuracy.

Rights

As a registered and licensed service agent you have the authority to remove out of order notices (red tags) and to place correct devices into service.

Enforcement

Local weights and measures officials regularly monitor the work of service agents, and will notify the employing agency of any improper repair or incorrect/inaccurate placed-in-service report. Repeated violations may result in the suspension or revocation of your registration. Each violation may subject the agency and the agent to fines or penalties.